

**DCSS P3 PROJECT
CHILD SUPPORT SERVICES FORMS WORKGROUP
OCTOBER 24, 2000
MEETING SUMMARY**

A. GENERAL

On Tuesday, October 24, 2000, the California Department of Child Support Services (DCSS) Policies, Procedures, and Practices (P3) Project, Child Support Services Forms Workgroup, held its seventh official session in Sacramento. The following members attended:

- ☒ Bill Kirk, State Co-Leader (DCSS Data Manager)
- ☒ Pat Ratty, County Co-Leader & Small County Rep (Paralegal--Placer)
- ☐ Pamela Crandall, County Analyst (FSO Supervisor---Sonoma)
- ☒ Rita Carroll, State Analyst (DCSS System Standards Analyst)
- ☒ Kristy Johnson, State Analyst (DCSS System Standards Analyst)
- ☐ Ruth Franklin, Medium County Rep (Management Analyst---Santa Clara)
- ☒ Deborah Potter, Large County Rep (Analyst--Fresno)
- ☐ Robert McLeod, Advocate Rep (ACES---Legal Research)
- ☐ Jenny Skoble, Advocate Rep (Harriett Buhai Ctr---Staff Attorney)
- ☐ Ed Kent, FTB Rep (CCSAS Child Support Specialist)
- ☒ Lynn Johnson, FTB Rep (CCSAS Info Systems Analyst)
- ☐ Judi Bentzien, FTB Rep (CCSAS Child Support Specialist)
- ☒ Kathleen Cullen, Judicial Council (County Clerk---Orange)
- ☒ Kristen Hoadley, Judicial Council (San Francisco)

Attending *ex officio* were:

- ☒ Julie Hopkins, Facilitator (SRA International)
- ☐ Kathie Lalonde, Facilitator (SRA International)
- ☐ Pat Pianko, Resource (OCSE Rep---Region 9)
- ☐ John Schambre, Resource (OCSE Rep---Region 9)
- ☐ Nancy Bienia, Resource (OCSE Rep---DC)

This meeting summary highlights points covered, material discussed, and decisions made, and follow-up tasks for forthcoming sessions. Comments and corrections should be addressed to Julie Hopkins at julie.hopkins@dss.ca.gov.

B. REVIEW OF LAST MEETING'S MINUTES

No review of the last meeting's minutes was necessary, as the Workgroup finalized its Draft Final Report in that session.

C. TODAY'S TENTATIVE AGENDA

- Review/finalize Draft Final Report
- Review/finalize answers to forum questions

D. DRAFT FINAL REPORT

The group began its review of the draft final report, and agreed to make the following corrections, changes or additions:

Discussion of Jenny's Research on FC Sections

- Correct code section to FC17306(b)(1), first paragraph under Issue 1, Chapter 3; eliminate space after 17306 (b).
- Change "Pursuant" to "To meet overall mandate", first line, last paragraph under Recommendations, Chapter 3., page 11
- Change SB 542 to FC17306(b) under Recommendations, page 16.

Other Areas of Discussion

- Add appendix for OCSE and Steering Committee comments: A-G
- Executive Summary
 - Do we need to make a strong statement at the beginning stating that the majority of communication is through forms? Agreed that is needed. Move the paragraph beginning with "With a focus" to the top and insert lead sentence "Forms are the primary means of communication with all child support program customers."
 - Delete "In addition," from the next paragraph.
 - Change "A state-level Forms Management Unit" to "A DCSS Forms Management Unit is needed" in last sentence of paragraph beginning "With a focus".
 - Delete words "Child Support Services Forms" from the first sentence under "Executive Summary."
 - Use lower case for "child support services" in paragraph beginning "With a focus."
 - Last bullet under "best practices," delete "(e.g. Local Child Support Agencies...)"
 - Delete the section "California Legislation" and add a bullet under Standard Operation Procedures.
 - Search and replace The Child Support Services Workgroup with "The Child Support Services Forms Workgroup" in the report.
- CHAPTER 2
 - Add today's meeting under "Meeting Structure and Organization"
- CHAPTER 3
 - Format bullets to be consistent.

- Page 11, last sentence, paragraph 2, under Issue 1: change “sizeable forms staff” to “sizeable forms units”
- Page 12, first full paragraph, delete “child support” from first sentence and insert “forms” before “Steering.” Insert “forms” before “steering” in third and fourth paragraphs.
- Page 12, change Economic Development Division to “Employment Development Department.”
- Page 12, paragraph 4, change “much overlap” to “considerable overlap.”
- List of Customers, delete bullet “Government Agencies”. These customers go under “Involved Agencies.”
- Page 12, last paragraph, insert “DCSS and” before LCSA customers.
- Page 13, comprehensive list, insert “DCSS and” before LCSA.
- Page 13, list of customers, remove all sub-bullets. Lynn will make the number of bullets match the number named in the last paragraph on page 12.
- Page 13, change “comprehensive list” to Appendix “E.”
- Page 14, eliminate extra space after “New/” in third paragraph under “Recommendations.”
- Page 14, last bullet, change to “should be routinely reviewed for statewide use.”
- Page 14, first list of bullets, add an extra dash.
- Page 14, fourth bullet, change the sentence to read: “Staff training should make clear the goal, purpose, and use of the form.”
- Page 15, first full paragraph, insert “forms” before Steering Committee.
- Page 15, add “if applicable” at the end of first full paragraph.
- Page 16, table: separate the columns and remove the horizontal lines
- Page 16, table: Replace 14 pt font with “easily readable font size and type.”
- Page 16, table: Spacing for maximum readability
- Page 16, table: under “other,” add “Internet access to forms.”
- Page 16, table: under “other,” add “available to the counties in the format that allows for their most efficient use.”
- Page 17, first bullet, remove the word “Multi-tasking” and add “pursuant to DCSS uniform procedures” to the end of the sentence.
- Page 17, under SOP, change second bullet to “Automated quarterly locate status letter to CP.”
- Page 17, under Best Practices, eliminate last bullet (automated quarterly locate letter).
- Page 18, first paragraph, third sentence, change punctuation to “Advocate will, at a minimum,” (add the commas).
- Page 18, Conclusion, first sentence, change “Improving child support forms and publications can” to “Improving child support forms and publications will...”
- Page 18, Conclusion, second sentence, remove comma after word “publications.”
- Page 19, chapter 4 second sentence, change to “the initial cost would be high, but then lower thereafter.”
- Page 19, add a space after first sentence, second paragraph
- Page 19, move the “Legend” to the end of the table.
- Page 19, second paragraph, change after the semi-colon: “however, this cost might be mitigated by consolidating existing forms efforts in this Unit.

- Page 19, second paragraph, last sentence, change “guessed” to “estimated.”
- Page 19, second paragraph, sentence beginning “The cost of...”, remove “by a cost savings” and change “began” to “begin.”
- Page 20, first paragraph, add “custodial and” before “non-custodial” and change “parents” to “parties.”
- Page 20, first paragraph, add “performance and” after “improve”
- Page 20, second paragraph, remove first two sentences and insert “one of the principal” before the word “goal” and change it to “goals.”
- Page 21, second bullet, remove quotes from “forms” and change wording to “dedicated to forms only.” Delete remaining wording.
- Page 21, second bullet, change “FMU should” to “FMU must”
- Page 21, first bullet, delete “For the process to start, the DCSS needs to” and end it with “Committee.”
- Page 21 After second bullet, add another bullet “DCSS must regularly assess the need for and request sufficient funding to fully staff and support these groups.”
- Page 21, remove existing fifth bullet beginning “Define a process...”
- Page 21, existing fourth bullet, add at the end “using Appendix D as a guide” and insert the word “the” before “process.”

E. FORUM QUESTIONS AND ANSWERS

The group reviewed the answers to forum questions that Kristy had prepared. Following are suggested changes or clarifications:

1. Add a colon and the following: Pursuant to FC17306, DCSS is required to develop its own set of forms to communicate with its customers.
2. Internet access will be incorporated into our report.
3. See above.
4. See above.
5. See above.
6. This would not be a forms issue until policy is developed; however, we think this should be addressed.
7. Begin it with “Because legislation mandates that DCSS use standard forms...”
8. We are moving toward automation; however, in some instances it may be necessary to utilize manual forms, in which case they would be NCR.
9. Lynn will draft a better answer to the Advocate question.
10. This is an issue that should be addressed by the proposed Forms Steering Committee, which should include Judicial Council representation.
11. The calculation printouts are produced by Judicial Council certified software out of the control of DCSS and cannot be revised by DCSS. Recommendations have been made for DCSS to train LCSA staff to understand and explain support calculations. Calculation of interest is not a forms issue.
12. Answer is adequate.
13. Clarify: We did incorporate a process in our final report.
14. Specify Forms Steering Committee.
15. Answer is adequate for now.

F. CROSS-WORKGROUP ISSUES

None identified.

G. SYSTEM REQUIREMENTS

None identified.

H. HANDOUTS

None.

I. ACTION ITEMS/HOMEWORK ASSIGNMENTS FOR NEXT SESSION

None.

J. ATTACHMENTS

Action Item List.